

Engage Others (Byte 7)

Communicate Effectively

Clarity of communication enables leaders to inspire and influence others to achieve goals and improve performance. The willingness to listen deeply to others' needs, desires and issues fuels collective action.



ENGAGE OTHERS (Byte 7)

Email Question: Can you hear beneath the words?



It is well known that the ability to listen well is a universal skill of a great leader and it involves much more than just hearing what the individual is saying. According to Piver (2005), a real question assumes a dialogue, a link to the source from which answers come. She contends that deep listening feels like one is both present and outside the conversation. Piver explains that a unique listening and answering process develops as one searches for identity and authenticity. She speaks about the courage it takes to ask hard questions and hear the answers –no matter what is being said. The importance of being in touch with one’s feelings, especially with what makes one uncomfortable, and one’s ability to focus and remain present are also imperative to good communication. Piver contends that internal gaps or spaces become apparent with practice and that they are a necessary part of the learning process in order to quiet one’s own inner dialogue. She believes that listening requires emptiness, receptivity and diligent contemplative practice in order to be truly skillful. One must be ready to listen to others and hear beneath the words.

Piver, S. (2005). 100 essential questions for tapping into your inner wisdom. *eNot Alone*, 1-4.
Appendix VI: <http://www.enotalone.com/article/6378.html>